

Terms & conditions

1. Reservations

Your booking is confirmed when Bergman Nature Tours has received the specified registration fee for the trip. The registration becomes binding when Bergman Nature Tours has confirmed your booking by e-mail and the registration fee has been paid within given time limits. Final payment must be made 60 days prior to trip departure. If you book the trip later than 60 days before departure, the full price has to be paid within 3 days.

2. Cancellations

Cancellations more than 60 days before departure: cancellation fee is 10% of the tour price.
Cancellations 30-60 days before departure: cancellation fee is 50% of the tour price.
Cancellations 0-30 days prior to departure: cancellation fee is the full tour price. Prices are based on group participation and repayment is not done for any part of the program that you do not intend to participate in. There is no repayment for travelers who decide to end the trip in advance at their own request.

3. Travel insurance and cancellation insurance

A travel insurance that provides full coverage in case of illness, accident and the costs for transportation home in case of emergency is mandatory. Bring a copy of the travel insurance certificate on the tour. If the participant does not have a travel insurance, cost is still on the participant and Bergman Nature Tours disclaims any responsibility. Bergman Nature Tours strongly recommend that you have a cancellation insurance. You can obtain one by adding a cancellation insurance to your general home insurance or by purchasing a separate cancellation insurance.

4. Health

It is important that participants with medical problems and passengers requiring special diets inform Bergman Nature Tours of this before the trip. Consult us about the journey if in doubt that the tour suits you or not. By transferring the deposit, participants certify that he/she does not suffer from physical or mental problems that could put other participants in danger during the trip. The tour leader has the right to declare a participant unable to make the journey, at any time during the trip, if he considers that the health of the participant does not meet the requirements or if the participant endanger their own and/or other participants' safety. Refunds will not be at such a time.

5. Pricing

Prices are based on fixed costs at the time of quoting. These costs are dependent on full costs, rates of exchange and other factors. Should these costs increase we reserve the right to increase the cost of any tour or Travel Service. In the event the increase is in excess of 8% (other than government levies and taxes), you are entitled to cancel the travel arrangements and receive a full refund. Every effort will be made to advise you of any price increase at least 15 days prior to your departure date

6. Single supplement

The price for a tour with Bergman Nature Tours is based on lodging in double rooms. Single supplement may apply for single participants. Single supplement price can be found in the information for each tour.

7. Responsibilities of the participant

The participant is responsible to arrive in time for the start of the tour at the giving start site. Any costs that may arise for a delayed participant are on the participant.

8. Change of itinerary and delays

Because of the character of the tours it is impossible to predict if the itinerary need to be changed. Weather, authorities, political conditions and other factors may force us to change in the itinerary. To participate in this type of tour means accepting circumstances over which the organizer can not prevail. At the reservation the traveler accepts this fact. Participants have no right to compensation for such changes to the itinerary. If a transport is delayed, or if a transport must be changed because of bad weather, road conditions, political intervention or other eventualities that Bergman Nature Tours or its agents have no control over, the price for these delays and changes are not included in the price. If the itinerary is changed before the tour according to the original itinerary, the customer has the right to withdraw from the binding registration.

9. Cancellation of a tour

Bergman Nature Tours has the right to cancel a tour before departure if the minimum number of participants is not reached, strikes, wars, natural disasters, or other reasons that make the tour impossible. In such a situation, any payment for the tour is refunded to the participants. Bergman Nature Tours is in such a situation not responsible for expenses such as flight tickets, visa and passport costs, equipment for the tour, or other expenses related to the tour.

10. Force majeure

Bergman Nature Tours employees only acts as agents for owners and suppliers of transports and is not responsible for circumstances that the organizer could not, within reasonable means, have foreseen and therefore could not have avoided or overcome. Including, but not restricted to, war, threat of war, riot, civilian insubordination or strike, authority measure, act of terrorism, nature- or industrial catastrophe, fire, severe weather conditions, flood, closed air ports, technical issues, maintenance issues or unforeseen changes made by airlines, such as time table changes and interruption in IT-infrastructure. During these conditions the organizer is free from liability or other consequences.

11. Travel guarantee

A travel guarantee is placed at the Legal, Financial and Administrative Services Agency (Kammarkollegiet).

12. EU directive on package travel

Our terms and conditions follows the EU directive DIRECTIVE (EU) 2015/2302.